ABSTRACT OF THE DISCLOSURE

Method and apparatus for modeling a business process to facilitate evaluation of driving metrics. A decision tool can be provided to help manage a business process. Model files are created based on data pertaining to a plurality interrelated metrics. Each of the plurality of model files is optimized. The results of the optimization for the various metrics can be combined into a summary, which describes a hierarchy of selected driving metrics in such a way as to facilitate an understanding how to fine-tune various metrics to meet goals. An embodiment of the invention can take the form of a stand-alone computing system running a spreadsheet program, a stand-alone computer system running a dedicated application, or a computer system interconnected with a data warehouse to acquire current data regarding the interrelated metrics.

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